



Guest Service Agent (พนักงานต้อนรับส่วนหน้า)

Principal Accountabilities

- Ensure an efficient reception experience for Guests from make reservation until leave the hotel, including check in/out, and complete audit procedures, as required
- Ensure that both the Assistance Front Office Manager are kept fully aware of any relevant feedback from guests and, or, other departments
- Achieve positive outcomes from Guest queries in a timely and efficient manner
- Demonstrate a high level of customer service at all times
- Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities

Qualifications

- Education starting from Diploma / Certificate in Hotel Management or equivalent and Bachelor's degree in university.
- Minimum 1-2 years in similar position in international hotels
- Competent level of IT proficiency
- Strong administrative skills, along with excellent communication and negotiation skills
- Good health, mature and pleasant personality and Excellent grooming standards
- Positive attitude and good communication skills
- Ability to work on your own and as part of a team and able to cope with pressure.
- Commitment to delivering a high level of customer service.
- Previous experience in a customer-focused or hotel industry.